

***IN THE CLAIMS***

Please amend claims 10, as follows:

1       10. [Amended] The method of claim 5, said tasks including  
2       procedures for

3       performing analysis on the customer human relations  
4       environment, including a plurality of the set including  
5       organization structure and relationships, labor  
6       relations, management, administration, and end user  
7       roles and responsibilities;

8       developing and approving a detailed transition  
9       management and communication plan;

10      updating a customer specific transition management  
11      strategy; and

12      defining a quality assurance process.

***REMARKS***